

MISSOURI REGULATIONS ON HOSPICE

VOLUNTEER ORIENTATION

ML234: The hospice shall provide task-appropriate orientation and training consistent with acceptable standards of hospice practice, that includes at a minimum:

- A. Hospice philosophy, goals and services;
- B. The volunteer role in hospice;
- C. Confidentiality;
- D. Instruction in the volunteer's specific duties and responsibilities;
- E. Whom to contact if in need of assistance or instruction regarding the performance of specific duties and responsibilities; and
- F. Documentation and record keeping as related to the volunteer's duties.

ML235: The hospice shall, in addition, provide orientation for patient care volunteers that includes at a minimum:

- A. Concepts of death and dying
- B. Communication skills
- C. Care and comfort measures
- D. Psychosocial and spiritual issues related to death and dying
- E. The concept of patient and family as the hospice unit of care
- F. Procedures to be followed in an emergency or following the death of the patient
- G. Concepts of grief and loss
- H. Universal precautions

(Missouri regulations on Hospice Volunteer Orientation Content, continued)

I. Safety

J. Patient/ family rights

K. Hospice and the nursing home

L. Alzheimer's disease and dementia-specific training as specified at 19 CSR (Code of State Regulations) 30-35.010(2) (M) 1.B (XIII) (Same requirement as for other hospice paid staff)

NOTE FROM YOUR Missouri SURVEYORS:

During each hospice federal re-certification survey, we will want to look at the volunteer program, including the volunteer orientation content (outline of subjects covered in each volunteer's orientation.) We will look for proof of each of the topics as listed in Missouri hospice regulations ML234 and ML235. If you do not have a topical contents outline, you will have to take the time to show us each portion of the orientation contents to show you cover each of these topics. It is in your interest and saves us time on survey if you read through your whole orientation and make a topical outline that shows proof that each of the above topics is covered.